

AMENDMENTS

In the Claims

1 1. (Original) A system for event tracking across plural contact mediums, the
2 events associated with the providing of product information to product users, the system
3 comprising:

4 an event log module operable to accept one or more event logs from each of the
5 plural contact mediums, each event log having plural contact sessions, each
6 contact session having one or more time-stamped user interactions, each
7 interaction with a labeled reference, each labeled reference providing
8 information about the product;

9 an event modeling engine interfaced with the event log module and operable to
10 compile the event logs as a directed graph having a node for each labeled
11 reference, the nodes interconnected by edges derived from the time stamps to
12 order nodes according to a temporal relationship of customer interactions in
13 a contact session through one or more of the contact mediums; and

14 an event tracking graphical user interface interfaced with the event modeling engine
15 and operable to display the directed graph.

1 2. (Original) The system of Claim 1 wherein one or more contact sessions
2 comprise contacts through both a self-support module associated with the product and a
3 telephone conversation.

1 3. (Original) The system of Claim 1 wherein one or more contact sessions
2 comprise contacts through both a web-based support module associated with the product
3 and a telephone conversation.

1 4. (Original) The system of Claim 1 wherein the product comprises an
2 information handling system.

1 5. (Original) The system of Claim 1 wherein the event tracking graphical user

2 **interface is further operable to highlight predetermined paths from a first contact medium**
3 **to a second contact medium.**

1 **6. (Original) The system of Claim 5 wherein the second contact medium**
2 **comprises a telephone conversation.**

1 **7. (Original) The system of Claim 6 wherein the predetermined edges are**
2 **highlighted according to the relative volume of contacts associated with the edges.**

1 **8. (Original) The system of Claim 1 wherein the contacts comprise user**
2 **inquires for troubleshooting support associated with an information handling system**
3 **product.**

1 **9. (Original) The system of Claim 1 further comprising a path inflow engine**
2 **interfaced with the event tracking graphical user interface and operable to display edges**
3 **associated with contact sessions that have a user interaction from nodes of the directed**
4 **graph into a selected node.**

1 **10. (Original) The system of Claim 1 further comprising a path outflow engine**
2 **interfaced with the event tracking graphical user interface and operable to display edges**
3 **associated with contact sessions that have a user interaction from a selected node out to**
4 **nodes of the directed graph.**

1 **11. (Original) A method for event tracking across plural contact mediums, the**
2 **events associated with the providing of product information to product users, the method**
3 **comprising:**

4 **logging product user interactions through the contact mediums by product user**
5 **identifications, product information labeled references and time stamps;**
6 **identifying contact sessions of product users, each contact session having one or**
7 **more product information labeled references associated with a product user**
8 **identification within a predetermined time;**

9 **compiling the contact sessions as a directed graph having a node associated with**
10 **each product information labeled reference, the nodes interconnected by**
11 **edges, each edge associated with a user interaction at two nodes within the**
12 **predetermined time, the edges defining a path between nodes for each**
13 **contact session; and**
14 **presenting a visualization of the contact sessions that highlights edges having a**
15 **predetermined characteristic.**

1 **12. (Original) The method of Claim 11 wherein logging product user**
2 **interactions further comprises:**
3 **logging product user interactions through a telephone conversation with an agent,**
4 **the product information labeled references comprising agent script**
5 **references; and**
6 **logging product user interactions through a self-help module, the product**
7 **information labeled references comprising self-help navigation references.**

1 **13. (Original) The method of Claim 12 wherein the self-help navigation**
2 **references comprise web page references of a web-based self-help module.**

1 **14. (Original) The method of Claim 12 wherein the self-help navigation**
2 **references comprise display page references of a self-help module loaded on the product.**

1 **15. (Original) The method of Claim 12 wherein the product comprises an**
2 **information handling system.**

1 **16. (Original) The method of Claim 12 wherein the predetermined**
2 **characteristic comprises a contact session having a path from a node associated with a self-**
3 **help navigation reference to a node associated with an agent script reference.**

1 **17. (Original) The method of Claim 12 wherein the predetermined**
2 **characteristic comprises a predetermined number of outflow paths from one or more**
3 **nodes.**

1 **18. (Original) The method of Claim 12 wherein the predetermined**
2 **characteristics comprise a predetermined volume of user interactions associated with a**
3 **contact session path.**

1 **19. (Original) The method of Claim 11 further comprising:**
2 **identifying one or more nodes associated with an edge having the predetermined**
3 **characteristic; and**
4 **altering the information associated with a product information labeled reference of**
5 **the identified node to impact user interactions associated with generation of**
6 **the predetermined characteristic.**

1 **20. (Original) The method of Claim 19 wherein the predetermined**
2 **characteristic comprises a transition by a product user from interaction through a first**
3 **contact medium to interaction through a second contact medium.**